



Executive Administrative Services Assistant 2

(\$3,700 to \$6,660 per month DOE)

This position performs administrative support for the Deputy Commissioner of Program Operations. An employee in this position provides assistance with a variety of functions at the central office level. This position is located in the DIDD Central Office, Citizens Plaza Building, 400 Deaderick Street, 10th Floor, in downtown Nashville, Tennessee. Working hours are 8:00 a.m. to 4:30 p.m. Central Time, Monday through Friday.

Examples of the duties and responsibilities of this position:

- schedule, maintain and update calendar appointments
- coordinate and support meetings; prepare for meetings (e.g. gather background data, distribute agendas); attend meetings
- arrange travel, prepare itineraries, register executives/staff as needed for meetings and conferences
- prepare correspondence and reports
- ensure consistent adherence to organizational policies
- track and manage expenses
- review correspondence for quality and consistency
- record and draft minutes of meetings
- follow up on actions assigned in meetings or related matters resulting from meetings
- maintain internal and external confidences; discretion required
- work with and oversee administrative staff and backup up as needed
- act as first contact to the Deputy Commissioner
- independent decision-making is the norm
- be proactive
- anticipate the executive's needs
- have confidence to take independent action
- analyze, research and resolve problems
- able to handle some levels of pressure and stress
- able to handle continuous change and shifting priorities and is able to incorporate last minute and unscheduled tasks into current workload; organizes and prioritizes personal workload
- able to handle interruptions
- deal politely, professionally and effectively with people
- cross-train with other positions

- act collaboratively
- manage and allocate the executive's time as appropriate
- plan and arrange conferences and events
- respond to email messages for the executive and inquires
- take responsibility for managing electronic records systems
- be the receptionist for the executive and do gatekeeping duties in this role such as manage the executive's mail, email, telephone inquiries, visitors and prospective visitors asking to meet with the executive
- be attentive to detail
- track invoices and manage expenses and budgets
- be well organized
- be flexible
- work with little to no supervision
- interact with staff at all levels
- exercise good judgment in a variety of situations
- act in a resourceful manner when needed
- act with a high level of professionalism
- have excellent written and verbal communication skills
- exhibit corporate values
- exhibit polish and poise in communications with external and internal customers including the executive team
- ability to prioritize inquiries and communicate them to the executive
- draft correspondence on behalf of the executive
- handle all logistics for meetings for the executive
- coordinate and execute personal outreach to customers on behalf of the executive
- maintain phone lists and organize contacts of executive
- manage building furnishings if needed
- review, sort and prioritize incoming correspondence for the executive
- complete expense reports for the executive
- perform other duties as required, including support for administrative duties as needed
- work extra hours when necessary

KNOWLEDGE AND SKILLS: Skills needed for current position include strong knowledge of frequently used computer programs (Microsoft Office, Excel, PowerPoint and Access). This position requires strong multi-tasking, computer and Internet research skills, flexibility, excellent interpersonal skills, verbal and written communication skills, and the ability to work well with all levels of internal and external management and staff. Experience and competency in Microsoft Outlook, Word, Excel and Access are essential and will be assessed during the interview. The position requires concise attention to detail and excellent process oriented thinking. Sensitivity to confidential matters is required.

EDUCATION AND WORK EXPERIENCE: Graduation from an accredited college or university with a bachelor's degree **AND/OR** experience equivalent to four years of increasingly responsible full-time professional staff administrative work. Previous experience in the Intellectual and Developmental Disability field a plus.

Anyone interested in applying for this position should send their resume and proof of education to Barbara.DeBerry@tn.gov, inquiries may call (615) 253-6888. The deadline for submitting resume and proof of education is **Friday, October 2 at 2:00 p.m.** central time.

The State of Tennessee is firmly committed to the principle of fair and equal employment opportunities for its citizens, and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination or illegal harassment in the workplace. It is the state's policy to provide an environment free of discrimination or harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status, gender identity, sexual orientation, or any other category protected by state and/or federal civil rights laws.